



MEMBERS

January
2014

Enrollment	Eligible Members Enrolled	933,802
Members Served	Unique Members Utilizing Transport	25,263
Utilization Rate	Percentage of Services Usage (Completed Legs /Eligible Members Enrolled)	23.0%

RESERVATION

January
2014

Reservations Scheduled	All Completed Trip Legs including Cancelled Trip Legs and Member No Show Trip Legs	236,219
Cancelled	Cancelled Trip Legs	16,676
Member No Shows	Trips where Member Does Not Use Scheduled Service	4,431
Completed Legs	Total Number of Completed Trip Legs	215,112
Denials	Number of Denied Trip Attempts	4,433
Same Day Trip Legs	Completed Trip Legs < 24 hour Notice	32,825
Completed by Volunteer	Completed Trip Legs by Volunteer Driver	1,406
Standing Order Trip Legs	Trip Legs Associated with a Recurring Appointment	96,231
Lodging (cost)	Cost of Lodging Reimbursed	\$ 7,128
Lodging (nights)	Number of Lodging Nights Reimbursed	105
Meals (cost)	Cost of Meals Reimbursed	\$ 1,790
Meals (reimbursed)	Number of Meals Reimbursed	81

TRANSPORT MODE

January
2014

Advanced Life Support	Vehicle Equipped with Advanced Life Support	116
Ambulatory	Sedan, Van, and Taxi	154,759
Basic Life Support	Vehicle Equipped with Basic Life Support	153
Commercial Air	Air Transport	0
Mileage Reimbursement	Member Self-Located Suitable Transportation and Received Mileage Reimbursement	33,717
Mass Transit	System of Public Transportation including Inter-City Bus	18,669
Public Entity	Public Transit/Para Transit/Deviated Fixed-Route/Agency Fares Not Identified as a Fixed-Route System	6
Stretcher	Stretcher Van Transport	399
Wheelchair	Vehicle Equipped to Transport Wheelchair	7,293
Completed Legs	Total Number of Completed Trip Legs	215,112

CALL STATISTICS

January
2014

Calls Presented	Number of Calls Presented	123,729
Average Speed of Answer	Difference in Time from Caller Entering Queue and Receiving Live Response	00:02:59
Average Handle Time	Average time to Handle Complete Call from Live Response to Call End	00:06:45
Abandonment Rate	Percentage of Calls Abandoned Prior to Live Response	14.5%

QUALITY MANAGEMENT

January
2014

Complaint Free Percentage	Substantiated Complaints Compared to Completed Trip Legs	99.6%
Internal	Issue with MTM, Inc.: Processes, Customer Service, Client Protocol, Trip Accuracy	137
Driver	Member issue with Driver	119
Vehicle	Member issue with Vehicle	20
No Vehicle Available	MTM was unable to locate a vehicle for transport	117
No Vehicle Available - Critical Care	MTM was unable to locate a vehicle for transport for a dialysis or cancer treatment trip	1
Provider	Member issue with Transportation Provider: Dispatch/Office Staff	75
Provider Late	Transportation Provider Arrived Late for Scheduled Pickup or Return Ride	202
Provider No Show	Transportation Provider Did Not Arrive for Scheduled Pickup or Return Ride	273
Substantiated Complaints	Total Number of Valid Complaints Reported	944

reported metric	MTM, Inc. definition
abandonment rate	percentage of total calls that have entered the call queue (past ivr) where caller disconnects before receiving live response from CSR. Per Section 5.5.2.2.4 of the RFP, the abandonment rate shall be no more than five percent (5%) on an average daily basis. However, if the average speed to answer performance requirement is met, defined below, the call abandonment rate requirement shall not be enforced for that same date.
advanced life support	Advanced life support (ALS) vehicles must be staffed by at least two people, at least one of whom must be certified by the state or local authority as an emt-intermediate or an emt-paramedic. In addition to EMT training, advanced providers are certified to perform, advanced airway maintenance, monitor and treat cardiac events by EKG and treat other medical emergencies through direct administration of medications.
ambulatory	any mode of non-emergency transportation, other than an ambulance or smv, unless the smv is functioning in a common carrier capacity, in general encompasses travel by sedan, van, and taxi
average handle time	average amount of time in seconds between when caller receives live response from csr and call is completed, including time spent talking and hold time. Per Section 5.5.2.2.6 of the RFP, average time required to schedule a trip shall be no more than seven minutes. However, emphasis is placed on Average Speed to Answer over Average Handle Time.
average speed of answer	difference in seconds from caller entering call queue (past ivr) and receiving live response from csr. Per Section 5.5.2.2.3 of the RFP, calls should be answered by a live operator within 240 seconds, as measured on a daily average basis. The daily average will be calculated by totaling the hold time for all calls each day and dividing it by the total number of calls answered each day.
basic life support	Basic life support ambulances must be staffed by at least two people, at least one of whom must be certified as an emergency medical technician (emt) by the state or local authority where the services are being furnished. EMTs can deliver patient care such as CPR, operate a defibrillator and perform airway maintenance with minimal equipment.
calls presented	total number of calls that are received
cancelled	all trips that were cancelled for reasons such as computer problems, misinformation, operator error, duplicate trip entered, reconciliation, member cancellation
commercial air	a system for scheduled air transport of passengers
complaint free percentage	substantiated complaints compared to completed trip legs. Per Section 5.5.2.2.7 of the RFP, the average percentage of trips without substantiated complaints shall meet or exceed 99.7%.
completed by volunteer	total number of trip legs completed by volunteer driver
completed legs	amount of trip legs that were scheduled and completed. A trip leg is a unit of measure for a transport between two points (For example, a member's residence to a doctor's office).
denials	number of denied reservations for reasons such as eligibility, enrollment, service not covered, inappropriate facility
driver complaints	member issue with driver
enrollment	eligible members enrolled in Wisconsin Medicaid or BadgerCare Plus as indicated on the monthly remittance
internal complaints	issue with MTM, Inc.: processes, customer service, client protocol, trip accuracy
lodging (cost)	total cost of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
lodging (nights)	total number of lodging nights reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and are traveling at least 200 miles one way to their appointment and are away for at least eight hours; the member may receive an overnight stay during the trip
mass transit	a system of public transportation including Inter-city bus
meals (cost)	total cost of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
meals (reimbursed)	total number of meals reimbursed for both members and any escorts/parents/caregivers. If a member secures a ride through MTM, Inc. and meets one of the following rules, the member may be paid for meals during the trip: A member may be paid for one meal if they are traveling at least 100 miles one way to their appointment and are away for at least four hours. A member may be paid for two meals if they are traveling at least 100 miles one way to their appointment and are away for at least eight hours.
member no shows	all trips where the member either was not available for pickup or cancelled the trip to the driver at the time of pickup on any leg. Per Section 5.2.2.1.1 of the RFP, the transportation provider is not required to wait more than ten (10) minutes after the scheduled pick up time.
members served	number of unique Wisconsin Medicaid or BadgerCare plus members utilizing transportation
mileage reimbursement	number of trip legs approved for mileage reimbursement for appointments to covered services and within all WI DHS guidelines (does not include authorized volunteer drivers)
no vehicle available	MTM, Inc. was unable to locate a vehicle for transport for any trip reason except for dialysis or cancer treatment
no vehicle available - critical care	MTM, Inc. was unable to locate a vehicle for transport for a dialysis or cancer treatment trip
provider complaints	member issue with transportation provider: dispatch/office staff
provider late	member issue with transportation provider that arrived late for scheduled pickup or return ride. Per Section 5.2.2.1.2 of the RFP, any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For a Will Call return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification. Any deviation for the one (1) hour time frame is not acceptable as a timely service.
provider no show	member issue with transportation provider that did not arrive for scheduled pickup or return ride
public entity	a transportation provider that provides shared passenger transport service, para transit, deviated fixed-route, or is not identified as a fixed-route bus system
reservations scheduled	all completed trip legs including cancelled trip legs and member no show and vendor no show trip legs
same day trip legs	completed trip legs with less than 24 hour advance notice
standing order trip legs	trip legs associated with a recurring appointment that is automatically scheduled with any regular occurrence
stretcher	transportation provider stretcher van
substantiated complaints	total number of valid complaints reported. Per Section 5.4.5 of the RFP, all complaints must be deemed substantiated or unsubstantiated within thirty (30) business days.
utilization rate	the total number of completed trip legs plus member no shows divided by the total number of members
vehicle complaints	member issue with vehicle
wheelchair	transportation provider vehicle equipped to transport wheelchair



COUNTY STATISTICS

January
2014

Completed Trip Legs

Total Number of Completed Trip Legs by County
of Trip Origination

215,112

Adams County	612
Ashland County	413
Barron County	1,684
Bayfield County	358
Brown County	5,702
Buffalo County	322
Burnett County	420
Calumet County	630
Chippewa County	1,975
Clark County	740
Columbia County	2,445
Crawford County	315
Dane County	15,978
Dodge County	2,277
Door County	301
Douglas County	720
Dunn County	1,628
Eau Claire County	2,597
Florence County	121
Fond du Lac County	2,236
Forest County	435
Grant County	721
Green County	694
Green Lake County	271
Iowa County	843
Iron County	112
Jackson County	634
Jefferson County	1,306
Juneau County	425
Kenosha County	7,276
Kewaunee County	382
La Crosse County	2,233
Lafayette County	63
Langlade County	767
Lincoln County	710
Manitowoc County	2,143
Marathon County	2,178
Marinette County	1,386
Marquette County	742
Menominee County	436
Milwaukee County	100,914
Monroe County	1,167
Oconto County	937
Oneida County	566
Outagamie County	2,033
Ozaukee County	404
Pepin County	136
Pierce County	436
Polk County	1,108
Portage County	1,350
Price County	513
Racine County	6,592
Richland County	270
Rock County	7,655
Rusk County	568
Sauk County	945
Sawyer County	1,925
Shawano County	487
Sheboygan County	1,597
St. Croix County	1,548
Taylor County	590
Trempealeau County	621
Vernon County	624
Vilas County	816
Walworth County	1,887
Washburn County	596
Washington County	1,060
Waukesha County	3,567
Waupaca County	2,113
Waushara County	687
Winnebago County	2,725
Wood County	3,343

Completed Trip Legs Outside Wisconsin

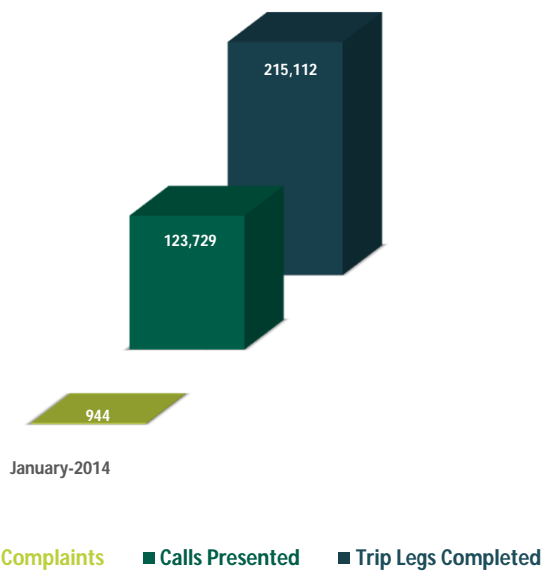
Illinois	8
Iowa	10
Michigan	24
Minnesota	58
Other	1

**COUNTY STATISTICS****January
2014****Substantiated Complaints****944**Total Number of Substantiated Complaints
Reported by County of Trip Origination

Adams County	2
Ashland County	2
Barron County	2
Bayfield County	3
Brown County	12
Buffalo County	2
Burnett County	5
Calumet County	1
Chippewa County	1
Clark County	0
Columbia County	8
Crawford County	3
Dane County	53
Dodge County	5
Door County	0
Douglas County	2
Dunn County	2
Eau Claire County	6
Florence County	0
Fond du Lac County	0
Forest County	0
Grant County	2
Green County	1
Green Lake County	0
Iowa County	0
Iron County	1
Jackson County	1
Jefferson County	8
Juneau County	3
Kenosha County	24
Kewaunee County	5
La Crosse County	5
Lafayette County	0
Langlade County	0
Lincoln County	1
Manitowoc County	1
Marathon County	3
Marinette County	12
Marquette County	6
Menominee County	0
Milwaukee County	538
Monroe County	0
Oconto County	0
Oneida County	0
Outagamie County	7
Ozaukee County	2
Pepin County	2
Pierce County	4
Polk County	4
Portage County	3
Price County	2
Racine County	43
Richland County	2
Rock County	37
Rusk County	4
Sauk County	2
Sawyer County	3
Shawano County	7
Sheboygan County	9
St. Croix County	12
Taylor County	0
Trempealeau County	0
Vernon County	9
Vilas County	3
Walworth County	13
Washburn County	1
Washington County	4
Waukesha County	23
Waupaca County	6
Waushara County	3
Winnebago County	7
Wood County	12

Substantiated Complaints Outside Wisconsin

Illinois	0
Iowa	0
Michigan	0
Minnesota	0
Other	0



Information updated March 31, 2014

Month	Substantiated Complaints	Calls Presented	Trip Legs Completed
January-2014	944	123,729	215,112